

# CONTENTS

Introduction.....	11
<b>PART ONE: PREPARATION .....</b>	<b>15</b>
Chapter 1: Start Early.....	17
Chapter 2: Set Ground Rules.....	21
Chapter 3: Formulate an Achievable Goal.....	27
Chapter 4: Have a Plan.....	31
Chapter 5: Use the Physical Space to Good Advantage.....	35
Chapter 6: Self-Monitor for Bias.....	39
Chapter 7: Learn about Personality Disorders.....	43
Chapter 8: Reinvent Yourself.....	49
Chapter 9: Stay Current.....	53
Chapter 10: Help the Heartbroken.....	57
Chapter 11: Dos and Don'ts for Judges.....	63
<b>PART TWO: NEGOTIATIONS.....</b>	<b>69</b>
Chapter 12: Try Anyway.....	71
Chapter 13: Get Down to Business.....	75
Chapter 14: Practice Agreement.....	79
Chapter 15: Consider Baby Steps.....	83
Chapter 16: Draw a Picture.....	87
Chapter 17: Expand the Conversation.....	93

Chapter 18: Ask a Direct Question.....	97
Chapter 19: Eat Your Lunch.....	101
Chapter 20: Search beneath the Surface.....	105
Chapter 21: Pay Compliments .....	109
Chapter 22: Deliver the News.....	113
Chapter 23: Switch the Setup.....	117
Chapter 24: Co-Mediate.....	121
Chapter 25: Pay Careful Attention to Body Language.....	125
Chapter 26: Do the Math.....	129
Chapter 27: Test the Principles.....	133
Chapter 28: Explore (and Eliminate) Door Number Three .....	137
Chapter 29: Keep a Low Profile.....	141
Chapter 30: Hammer Down Loose Nails .....	145
<b>PART THREE: CLOSING</b> .....	149
Chapter 31: Celebrate Impasse .....	151
Chapter 32: Maintain Momentum.....	155
Chapter 33: Encourage Empathy .....	159
Chapter 34: Deflate Unrealistic Expectations .....	163
Chapter 35: Visualize Settlement.....	167
Chapter 36: Use Silence .....	171
Chapter 37: Create Bargains and Victories .....	175

Chapter 38: Break the Rules .....	181
Chapter 39: Offer Permission .....	185
Chapter 40: Assign Homework .....	189
Chapter 41: Take Two: Use the Callback Conference.....	193
<b>PART FOUR: PRACTICES</b> .....	197
Chapter 42: Become a World-Class Listener.....	199
Chapter 43: Reflect Like a Master .....	203
Chapter 44: Strive to Be Cheerful .....	209
Chapter 45: Stay Positive with Obstinate Players .....	213
Chapter 46: Know Thyself .....	217
Chapter 47: BOLO (Be On the Lookout) .....	223
Chapter 48: Speak the Universal Language .....	227
Chapter 49: Cultivate Curiosity.....	231
Chapter 50: Learn Something from Every Mediation .....	235
Summary of Tools .....	239
Appendices.....	247
About the Authors.....	263